

## **ANNEXURE 4 : SERVICE DELIVERY STANDARDS**

EASTERN CAPE: NDAMBE MUNICIPALITY (EC165) - Schedule of Service Delivery Standards Table 2017/2018

Standard	Description	2017/2018 Service Level
<b>Solid Waste Removal</b>		
Premise based removal (Residential Frequency)		Once a week
Premise based removal (Business Frequency)		Twice a week
Bulk Removal (Frequency)		Once a week
Removal Bags provided(Yes/No)		No
Garden refuse removal included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Weekly
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hrs
Cleaning of illegal dumping (24hours/48hours/longer)		Longer
Recycling or environmentally friendly practices(Yes/No)		Yes
Unleashed landfill sites(Yes/No)		Yes
<b>Water Service</b>		
Water Quality rating (Blue/Green/Brown/NO drop)		Blue Drop
Is free water available to all? (All/only to the indigent consumers)		Only indigents
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Averages based on past 6 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Average only if access to meter is restricted
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>		
One service connection affected (number of hours)		(25mm HDPE) 45 minutes
Up to 5 service connection affected (number of hours)		(50mm PVC) at least 2 hours
Up to 20 service connection affected (number of hours)		(75mm PVC) 2 and half up to 2 hours
Feeder pipe larger than 800mm (number of hours)		(350mm) on the P.C pipe it takes at least 18 hours
What is the average minimum water flow in your municipality?		Replenish 2 hrs
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty water meters? (days)		Bulk meter: 10 days; Residential 4 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
<b>Electricity Service</b>		
What is your electricity availability percentage on average per month?		
Do your municipality have a ripple control in place that is operational? (Yes/No)		Yes
How much do you estimate is the cost saving in utilizing the ripple control system?		1 MEGA WATT
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		Averages based on past 6 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Average only if access to meter is restricted
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		Immediately
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty meters? (days)		2 hrs
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Finance needed urgently
How soon does the municipality provide a quotation to a customer upon a written request? (days)		6 hrs
How long does the municipality take to provide electricity service where existing infrastructure can be used? (working days)		7 Days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		2 Weeks
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		No high voltage consumers
<b>Sewerage Service</b>		
Are your purification system effective enough to put water back in to the system after purification?		
To what extent do you subsidize your indigent consumers?		No
<b>How long does it take to restore sewerage breakages on average</b>		
Severe overflow? (hours)		Within 24 hours
Sewer blocked pipes: Large pipes? (Hours)		Less than 4 hours
Sewer blocked pipes: Small pipes? (Hours)		Within 1 hour
Spillage clean-up? (hours)		Within 30 minutes
Replacement of manhole covers? (Hours)		Average 1 month due to procurement procedures
<b>Road Infrastructure Services</b>		
Time taken to repair a single pothole on a major road? (Hours)		1 and half hour
Time taken to repair a single pothole on a minor road? (Hours)		2 and half hour
Time taken to repair a road following an open trench service crossing? (Hours)		18 Hours
Time taken to repair walkways? (Hours)		8 hours but depends on damage
<b>Property valuations</b>		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		one month
Do you have any special rating properties? (Yes/No)		yes
<b>Financial Management</b>		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)		Decrease by 50%
Are the financial statement outsourced? (Yes/No)		Financial Statements done in-house
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?		Process to be developed

How long does it take for an Tax/invoice to be paid from the date it has been received?  
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years a procurement plans?

#### Administration

Reaction time on enquiries and requests?

Time to respond to a verbal customer enquiry or request? (working days)

Time to respond to a written customer enquiry or request? (working days)

Time to resolve a customer enquiry or request? (working days)

What percentage of calls are not answered? (5%, 10% or more)

How long does it take to respond to voice mails? (hours)

Does the municipality have control over booked enquiries? (Yes/No)

Is there a reduction in the number of complaints or not? (Yes/No)

How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)

How many times does SCM Unit, CRO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?

#### Community safety and licensing services

How long does it take to register a vehicle? (minutes)

How long does it take to renew a vehicle license? (minutes)

How long does it take to issue a duplicate registration certificate vehicle? (minutes)

How long does it take to de-register a vehicle? (minutes)

How long does it take to renew a drivers license? (minutes)

What is the average reaction time of the fire service to an incident? (minutes)

What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)

What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)

#### Economic development

How many economic development projects does the municipality drive?

How many economic development programmes are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?

What percentage of the projects have created sustainable job security?

Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)

#### Other Service delivery and communication

Is a information package handed to the new customer? (Yes/No)

Does the municipality have training or information sessions to inform the community? (Yes/No)

Are customers treated in a professional and humane manner? (Yes/No)

3d Stage - Very close support by business

Support - Close the support unit

1 day

Quick Circumstances

10 minutes

30 min

15 min

20 minutes

25 min

30 min

45 min

60 min

70